

WIB report to the WDC
(For August 12, 2010 WDC Meeting)

Date:	August 6, 2010
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

Maui County WIB is progressing under the leadership of Chair Ron Nelson and Vice Chair Leslie Wilkins. Contracts for PY2010 are being issued for the WIA Service Providers.

The Maui County WIB experienced a great loss in June. WIB Executive Director Marlene Burgess lost her battle with cancer and passed away in June. Marlene joined the County in her capacity in December 2009 and was a true asset to the program and to the office. We will all miss her dearly.

With regards to the programs, the service providers continue to provide quality services to the community of Maui County while facing the many challenges that come with an economy such as ours. Program reports of the Service Providers follows.

2) INDIVIDUAL PROGRAMS

A) Workforce Development Division/WorkSource Maui (WIA Adult and Dislocated Worker Service Provider)

Assisted the following employers with their respective on-site recruitment efforts: Maui Electric Company (4), PETCO (32), Marriott's Maui Ocean Club (5), The Westin Maui Resort (3), Sears (4), Delta Airlines (8), Maui Economic Opportunity (4), Jobline Xpress (7), Quicksilver Retail (20), Makena Beach & Golf Resort, Hawaii Job Corp, Star Ice & Soda Works, Frito Lay Company, Hawaii Petroleum, HC&S, Sights on Service, Inc., Maui News, Whaler's Realty, Inc., Rawlins Chevron Service (Molokai), TRI-L Construction and Atlas Building Supplies to name a few. Daily maintenance of current and newly posted job listings from Employer Relations and/or telephone, email and faxed job orders is on going.

Outreach services are provided on a daily (average 3), weekly (approx. 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is provided to the Department of Education schools on a regular once per week service to Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate

schools are provided services periodically throughout the school year. Maui Community College and Maui Community School for Adults are provided services as requested.

Other events that the Workforce Development Division/WorkSource Maui have participated in:

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On going assistance provided to the High Schools for Guest Speakers to talk with students about industries and careers, employer involvement with mock interviews, soft skills information, internships, mentoring, job shadowing, application and resume preparation
- ✓ WDD/WSM participated in the following Webinars and teleconferences:
 - Volunteer Internship Program (VIP) Data Entry Training
 - Career Kokua Training for VIP. Program orientation outline, matching, placement and tracking procedures
 - GeoSol for HireNet Hawaii updates and upgrades
 - Summer Youth Employment Program (SYEP) Overview
 - USDOL – Trade Adjustment Assistance (TAA) Re-Authorization
 - USDOL – Alien Labor Certification (ALC) H2A
- ✓ WDD/WSM One-Stop center site visit, students from King Kekaulike High School
- ✓ Rapid Response – The Hotel Hana Maui, 106 employees in attendance
- ✓ Presentation of the new SYEP (Summer Youth Employment Program) by Lt. Governor Duke Aiona
- ✓ WDD/WSM participated in the Pacific Radio Group Job Fair – 5/22/10

WIA (Workforce Investment Act)

WIA staff continues its efforts in recruiting eligible Adult and Dislocated Worker customers to provide Core, Intensive and Training information and services. Management continues to work on strategies to improve enrollment, performance, counseling and case management of WIA programs.

Efforts are ongoing in doing dual enrollments of participants under formula WIA funding and the American Recovery and Reinvestment Act (ARRA) funding streams.

Management and staff in the midst of preparing the close out of the National Emergency Grants (NEG) for Aloha/ATA and Molokai Ranch participants as grants end on June 30, 2010. Current and exited participants will continue to receive Core, Intensive, Training and Follow up services through the Dislocated Worker ARRA/DW and formula funded WIA/DW programs

Other Items:

- ✓ Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our military personnel, conducting weekly outreach services at the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions.

Request has been submitted for LVER for travel to Molokai and Lanai to enable staff to meet with and provide overview to Veterans regarding all available services that may be afforded to them and their families. Travel will also include contacts with employers on these Islands for possible job development and placement.

- ✓ Disability Program Navigator (DPN) program staff continues to provide outreach services to various agencies on Maui to summarize, educate and promote the hiring of persons with disabilities. DPN staff continues to provide monthly overview, program awareness and updates to all staff at WDD/WSM

DPN staff has attended numerous Webinar training sessions, attended monthly meetings with the Developmental Disabilities Council Maui Committee (DD Committee), Maui Disability Council, Medicaid Infrastructure Grant Committee, Vocational Rehab

Monitoring and technical assistance provided by Janice Shordike, USDOL Federal Project Officer for various Federal programs including DPN. Discussed role of DPN, previous and on-going projects for the Maui One Stop

- ✓ Trade Adjustment Assistance (TAA). Staff continues to provide case management and follow up services to former employees of Maui Land and Pineapple Company (ML&P) laid off since 2007

Case management and training needs assessment on-going for all former ML&P employees with a total of 8 former employees currently enrolled and attending summer semester classes at UH-Maui College. Courses of study include Culinary Arts, Sustainable Energy, Human Services and Building Maintenance. A total of 10 former employees are scheduled to start the fall semester at UH-Maui College in the above mentioned courses of study including Accounting and Business Administration

- ✓ Re-employment & Eligibility Assessment (REA). The goal of the REA program is to ensure that claimants meet UI (unemployment insurance) eligibility requirements as well as registration for work and posting an on-line resume with the Workforce Development Division's HireNet Hawaii operating system

REA participants are provided with in-depth labor market information including counseling services to facilitate their return to the workforce in

the shortest timeframe possible. Claimants are provided workshops on career exploration, job outlook, occupational needs, resume assistance overview of the WIA programs and HireNet Hawaii

WDD currently receives 40 UI claimant referrals per week. A total of 1,452 claimants have been referred from November 3, 2009 and up to June 30, 2010, WDD staff has provided services to 1,318 claimants. Differential accounts for no shows, back to work and other (other- eligible Trade Union members, Lanai Island claimant, relocation, etc)

REA program to be extended to 2011, end date to be provided later

- ✓ Volunteer Internship Program (VIP). Hawaii Department of Labor and Industrial Relations (DLIR) initiative designed to stimulate job growth in Hawaii. Governor Lingle developed this innovative project in response to Hawaii's growing job loss. VIP is a voluntary program that allows job seekers, especially those receiving unemployment insurance (UI) benefits to gain workforce training. Upon successful completion of training, interns receive certification of job skills acquired and consideration for employment. The opportunity to train through VIP is limited to a maximum of 32 hours per week for up to 8 weeks

For Maui, as of June 30, 2010, 37 customers have completed the VIP application process on-line, 33 have been provided VIP overview and orientation, 9 have been matched to employers and 9 have been placed in the VIP program.

More information may be found at www.hawaii.gov/labor/vip

- ✓ On going assistance is provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). In this past quarter, there were no request for processing of ALC, 134 new WOTC determination request were received.
- ✓ Summer Youth Employment Program (SYEP). The State Department of Labor and Industrial Relations, in partnership with the State Department of Human Services, has received federal economic stimulus funds to provide eligible youth, ages 14 – 23 years with subsidized summer jobs. The purpose of the program is to provide youth with the opportunity to acquire work experience in a safe environment and to help youth develop good work habits

Staff involved with the advertisement, recruitment, assessment and placement of youth for the SYEP on Maui, Molokai and Lanai. Although implementation did not start until the last week of May, staff was able to assess and place 36 youth into worksites on Lanai and Maui effective June 9. Currently, there are 190 youths in SYEP for the County of Maui. Majority of youth will end summer employment on July 30, as DOE

classes resume August 2. Remaining youth will continue employment until August 31

State, County, Federal Government and Non-Profit Agencies were recruited as worksites for this program- Department of Land and Natural Resources, Department of Transportation – Airports Division, COM Planning, Finance, SOH Department of Labor – Unemployment Division, Labor, Harbors Division, Child and Family Services, Habitat for Humanity Maui, DOE – Baldwin High, Maui High, Kahului and Wailuku Elementary, Lokelani Intermediate, naming a few. Positions ranged from clerical, groundskeeper, planning aides, construction laborers, engineering helpers, airport custodians, recycling assistants, avian conservation assistants and crew leaders and sanctuary/nursery workers to name a few.

B) KU'INA PROGRAM – (Youth Services Provider)

Post-Secondary Education

In Spring 2010 semester, 91% (10/11) of students completed the semester, 55% (6/11) of students earned a 2.50 GPA or higher, 82% (9/11) of students earned at least 50% of credits attempted, and 73% (8/11) of students enrolled in the Fall 2010 semester before the end of Spring 2010 semester.

After conducting our outreach in June, Ku`ina is expected to support 23 students for Fall 2010 semester. There are other applicants that are currently in the process of getting accepted into the Ku`ina program. If so, the overall number of Post-Secondary Education students this upcoming semester will supersede 23 students. This means that Ku`ina is expected to double the amount of Ku`ina students since last semester. Historically speaking, Ku`ina is expected to support the most students attending a Post-Secondary Education this Fall 2010 semester.

Throughout the summer, Ku`ina program staff have met with program participants to complete their Educational Plan (EdPlan). Program staff worked with students to map out which classes to take for the next three years or till all degree/certificate requirements are met. This is to ensure that students will register for classes that are needed to complete their educational program.

Financial Literacy Opportunities

In the summer of 2009, Carole Ann Simpson, USA Funds Debt Management Consultant, lead training at the University of Hawai'i Maui College (UHMC) campus to introduce an online Financial Literacy curriculum. She shared research that concluded that those students who were able to manage their personal and financial lives, were more likely to complete post-secondary education with the least amount of debt.

With that, the Ku`ina program require students to complete financial literacy opportunities via a free online financial literacy course made available through USA Funds. These financial literacy modules cover two main topics: Financial Aid and Paying for College, and School and Personal Life Management.

In the Fall 2009 semester, Ku`ina introduced this course to the Ku`ina participants and monitored their progress throughout the year. Students are required to complete nine financial literacy modules. In Spring 2010 alone, Ku`ina students completed 43 financial literacy modules. Ku`ina is currently waiting for Summer 2010 data.

Financial Barrier Removal Linked to Degree/Certificates

One of the largest barriers Ku`ina students face is the ability to finance their academic journey. To every extent possible, Ku`ina finds resources to cover the partial or full cost of the tuition, text books, uniforms, tools, travel cost, and exam fees of the student. This is accomplished by referring students to UHMC Financial Aid Office (FAO) and Educational Opportunity Center (EOC). If these financial avenues do not suffice, Ku`ina utilizes WIA funds to off-set the remaining cost. In Spring 2010, 10 of the 11 Ku`ina students attained Financial Aid monies in the amount of \$31,471.60 of invested money: \$23,111.25 in scholarships and grants and \$8,360.35 in Ku`ina grant funds. This is an average of \$3,147.16 per student.

By removing these financial obstacles, Ku`ina has 1 Liberal Arts graduate and 1 Practical Nurse graduate, and a few Culinary and Sustainable Construction Technology certificate completers.

Secondary School

Currently, Ku`ina has 1 student enrolled at MCSA (Maui Community School for Adults) for the summer session. Ku`ina aims to increase this number throughout the semester.

Summer Work Experience

There are 2 participants enrolled with WDD Summer Work Experience Program and 4 students enrolled with DOD Summer Work Experience Program. These students are working both on and off campus doing various jobs including landscape, media, and office assistance.

Outreach

In the month of June, the Ku`ina program sent approximately 900 letters to Pell Grant eligible students who were aged 16-21 and showed interest in attending UHMC. Of that number Ku`ina enrolled 11 new participants. There are 13 applicants that Ku`ina staff are waiting to receive income verification and 10 applicants who need one or two documents to complete their application.

3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending March 31, 2010 (3rd Quarter PY09).

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	0.0%	100.0%	65%
	Employment Retention Rate	100%	80%	74%
	Earnings Change	\$13,147	\$7,963	\$10,800
	Employment and Credential Rate	0%	0.00%	62%
DISLOCATED WORKER	Entered Employment Rate	50%	77.3%	57%
	Employment Retention Rate	100%	94.3%	57%
	Earnings Change	\$10,970	\$12,384	\$5,996
	Employment and Credential Rate	0%	0%	57%
OLDER YOUTH	Entered Employment Rate	0%	0%	33%
	Employment Retention Rate	0%	0%	60%
	Earnings Change	\$0	0	-\$244
	Credential Rate	33.3%	38.5%	38%
YOUNGER YOUTH	Skill Attainment Rate	60%	79.3%	71%
	Diploma Attainment Rate	50%	66.7%	44%
	Retention Rate	66.7%	47.4%	44%
CUSTOMER SATISFACTION	Employer	State to provide at a later date		72%
	Customer	State to provide at a later date.		82%

Note: The information on the above report was taken from the 3rd Quarter report provided by the State DLIR/WDD.

4) OTHER: NONE